

**Karin Hollmer**

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**From:** Hollmer, Karin  
**Sent:** 05/03/2002 11:28:05 AM  
**To:** Loschin, John  
**CC:**  
**BCC:**  
**Subject:** R/N 39852

Bob Ormston

620-329-4202 (KS)

He had his firearm forwarded by Sports World for a misfire claim. We could not duplicate, but had replaced the trigger assembly. Well, he received the firearm back and is claiming another misfire. History shows an ARS label was ordered 05/01, with a supervisor call back from you. I explained you have been out more than in this week and discussed the bolt lock modification, potential causes for misfire situations, etc. etc. He was thankful and calmed down once he heard that you were in and out this week. He insists we have a situation with the new style and wants to still talk to a "higher up", as he has previous experience in trouble shooting. Which is why I am emailing you.

Twice in past, he has requested a copy of the work done by the factory. Apparently, they are being sent to Sports World but he is not getting them. Sports world does not mind a mailing directly to him. Could you please reprint the invoice – I have his mailing address. Invoice Number 40864449, Order 444989.

Thanks John!